

In the claims:

All of the claims standing for Examination in the above-referenced case are reproduced below with appropriate status indication.

1. (Canceled)

2. (Previously presented) A method for routing Internet Protocol Network Telephony (IPNT) calls at customer premises having a managing processor and a plurality of agent stations coupled to the managing processor, each agent station comprising a computer with a simulated telephone connected to the Internet, the managing processor comprising a router that stores a current set of routing rules specific to and accessible and editable by a person assigned to the computer, the method comprising steps of:

(a) receiving an IPNT call at the managing processor;
(b) determining the person assigned to the computer is an intended recipient for the call;

(c) requesting routing by the managing processor from the specific set of current routing rules for the computer, accessible and editable by the person assigned to the computer ; and

(d) routing the call to the computer associated with the intended recipient according to the current routing rules specific to the intended recipient.

3. (Previously presented) The method of claim 2 wherein the editable routing rules specific to the person are maintained at the computer.

4. (Original) The method of claim 2 wherein the editable routing rules for the intended recipient are maintained on a central client-server router executed on a processor.

5. (Previously presented) The method of claim 4 wherein the processor is the managing processor for the customer premises.

6. (Original) The method of claim 4 wherein the processor executing the client-server router is a processor separate from the managing processor.

7. (Original) The method of claim 2 comprising a step executed by the person for editing the routing rules via an interactive Graphical User Interface (GUI) executing on the intended recipient's computer workstation.

8. (Currently amended) The method of claim 4 wherein there are multiple computers coupled to the managing processor, and the client-server router has router-rule portions dedicated to individual ones of agents at individual ones of the computers, and wherein an individual agent, through a user interface executing on a computer to which the agent is assigned, may access the portion dedicated to that agent, and edit the routing rules therein.

9. (Original) The method of claim 8 wherein the user interface comprises a graphical user interface (GUI) having icons indicating telephone calls received and for choices of disposition of telephone calls received, and including steps for an agent to precipitate actions in call routing by iconic drag-and-drop procedures.

10-18. (Canceled)